

EXHIBIT 3

In the Matter of:

CFPB v. Navient Corporation, et al.

June 8, 2018
Patricia Peterson

Condensed Transcript with Word Index



For The Record, Inc.
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<p style="text-align: right;">57</p> <p>1 questioning how to resolve a dispute, customer looking</p> <p>2 for basic information.</p> <p>3 Q. Does the -- Navient Solutions doesn't have a way</p> <p>4 to search those non-escalated inquiries. Is that right?</p> <p>5 A. I don't know that I would say it doesn't, it --</p> <p>6 it in the normal course of business, our agents would</p> <p>7 document the system on what happened during the</p> <p>8 conversation, or generally what a written correspondence</p> <p>9 would say, and we have call recordings as another</p> <p>10 mechanism to, you know, document or know what's happened</p> <p>11 during those conversations.</p> <p>12 Q. When there's documentation put into -- I'm</p> <p>13 sorry, the documentation you referred to concerning</p> <p>14 written correspondence or a conversation with a</p> <p>15 borrower, where -- where does that documentation go when</p> <p>16 it's done by a customer service representative?</p> <p>17 A. Directly into CLASS.</p> <p>18 Q. Is the -- and is there a particular field within</p> <p>19 CLASS?</p> <p>20 A. The correspondence entry screen -- the</p> <p>21 correspondence screen in the system.</p> <p>22 Q. And that correspondence screen is where notes</p> <p>23 about correspondence or conversations with the borrower</p> <p>24 are supposed to go?</p> <p>25 A. Correct.</p>	<p style="text-align: right;">59</p> <p>1 with respect to correspondence?</p> <p>2 A. An example of that is normal course of our</p> <p>3 process may be a better example, is a letter. When we</p> <p>4 send a letter to the customer, and it's coming out of</p> <p>5 our system, it looks the same every single time in our</p> <p>6 correspondence system. So if I send a K008, which is</p> <p>7 the repayment options letter, I can tell you every</p> <p>8 single time that letter was sent through a query.</p> <p>9 Q. And so you can query the correspondence screen</p> <p>10 for, say, K008, for example?</p> <p>11 A. Yes.</p> <p>12 Q. And you can do that across all borrowers?</p> <p>13 A. Yes.</p> <p>14 Q. But because a customer's conversation doesn't --</p> <p>15 I'm sorry, let me rephrase that.</p> <p>16 When correspondence comes in from a borrower</p> <p>17 that's not a form, that's just a narrative letter from</p> <p>18 the borrower, is there a way to query what borrowers say</p> <p>19 in those letters, or is that similar to what you said</p> <p>20 with the conversations, where there's no consistent</p> <p>21 format?</p> <p>22 A. We can see a letter came from the customer in a</p> <p>23 consistent way, so I can see that a -- we received a</p> <p>24 written inquiry. That looks the same. The actual</p> <p>25 content of that letter is not something that's</p>
<p style="text-align: right;">58</p> <p>1 Q. Is there any way to search those correspondence</p> <p>2 screens across all of CLASS?</p> <p>3 A. It depends on what type of thing you're looking</p> <p>4 for.</p> <p>5 Q. And what would it -- can you clarify, what would</p> <p>6 it depend on?</p> <p>7 A. We have within the system ways that you can do</p> <p>8 consistent messages, so we would call those canned</p> <p>9 messages. Those are easy to query. So a canned message</p> <p>10 might be I received a document -- a document was imaged.</p> <p>11 It has a very consistent message that appears every</p> <p>12 single time that piece of correspondence comes in.</p> <p>13 Conversations with our customer service reps,</p> <p>14 that might be we verified their address and telephone,</p> <p>15 is another example of something that is a documented</p> <p>16 canned message. The actual message itself that</p> <p>17 describes what the customer has said during that</p> <p>18 correspondence, or that conversation, is what we would</p> <p>19 call a free form message, and in that -- those cases,</p> <p>20 they don't have a consistent format to them, and it's</p> <p>21 much more difficult to pull the information out of our</p> <p>22 system. But on an account-by-account basis, we can see</p> <p>23 what the customer has said.</p> <p>24 Q. I didn't understand fully. What was the canned</p> <p>25 message that's used when a -- that you were referring to</p>	<p style="text-align: right;">60</p> <p>1 documented within our correspondence system. A summary</p> <p>2 of that letter, because the -- once the customer service</p> <p>3 agent worked it, would be put in what I had called the</p> <p>4 free form notes.</p> <p>5 Q. On the correspondence screen, are the free form</p> <p>6 notes in a different part of that field than the place</p> <p>7 where like the K008 letter might be notated?</p> <p>8 A. It visually would be easier to show you, if you</p> <p>9 had a document, but there's -- there is -- where it says</p> <p>10 K008 is one field, and then there is -- that's kind of</p> <p>11 the high-level description, and then to the right of</p> <p>12 that is the more written out description that says that</p> <p>13 what type of letter it is.</p> <p>14 In the case of a free form core message, there</p> <p>15 is different words than K008, it will say something like</p> <p>16 GD00, TK00, something like that, and then to the right,</p> <p>17 it will have the entire message that whatever the</p> <p>18 customer service agent typed in.</p> <p>19 Q. And so GD00, and TK00, those are codes that</p> <p>20 signify something. Is that right?</p> <p>21 A. Yeah, just general. They are the codes that</p> <p>22 basically open it up so that somebody can put in more of</p> <p>23 a message. If you typed K008, you don't have the</p> <p>24 ability to free form and type anything more, it's going</p> <p>25 to prefill with the rest of the information, but if you</p>

1 DISTRICT OF COLUMBIA, to wit:

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3 I, Sally Jo Quade, CERT, the officer before whom
4 the foregoing deposition was taken, do hereby certify
5 that the within-named witness personally appeared before
me at the time and place herein set out, and after
having been duly sworn by me, according to law, was
examined by counsel.

6

7 I further certify that the examination was
recorded stenographically by me and this transcript is a
true record of the proceedings.

8

9 I further certify that I am not of counsel to
any of the parties, nor an employee of counsel, nor
related to any of the parties, nor in any way interested
in the outcome of this action.

10

11 As witness my hand and notarial seal this 22th
day of June, 2018.

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Sally Jo Quade, CERT
Notary Public